

CITY OF BRYAN
JOB DESCRIPTION – 9111

Working Title: CUSTOMER SERVICE ADVOCATE/SUPERVISOR

Career Ladder: MANAGEMENT

Level: 510

Department: CUSTOMER SERVICE – ENVIRONMENTAL SERVICES

SUMMARY AND PRIMARY FUNCTION

Represents the Public Works Departments (Environmental, Transportation and Water Services) by responding to complaints, concerns and emergency calls from citizens and other City employees regarding all situations in the Public Works operation. Evaluates Public Works customer service program. Provides public relations activities pertaining to the Public Works Departments.

PRIMARY DUTIES

Supervise Public Works Call Center and administrative staff.
Develop programs to ensure that the department provides high quality customer service.
Ensure that staff responds to Public Works complaints in prompt, efficient manner.
Ensure that staff processes invoices, payments, and payroll in prompt, efficient manner.
Provide customer service support to Public Works Departments.
Act as a public relations contact for Public Works Departments.

EDUCATION AND EXPERIENCE

High school diploma with additional formal education equivalent to an Associate's degree.
Minimum of 8 years directly related experience.
Some previous supervisory experience preferred.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of techniques and operations of the Public Works Departments.
Ability to establish and maintain effective working relationships with customers and City employees, vendors, contractors, the city manager's management team, and the general public while serving as spokesman and advocate for City policy.
Ability to make sound judgement and determination for various situations.
Ability to make knowledgeable and professional public presentations.
Must possess exceptional customer service skills and verbal and written communications skills.
Ability to provide the manager with sound, positive advice and information concerning City services within the incumbent's area of responsibility.

SPECIAL REQUIREMENTS AND LICENSES

Texas Class C driver's license with a good driving record as measured by the City's evaluation system.

EQUIPMENT

Automobile, telephone, computer and two-way radio.
Work shall be performed with tools, appliances and equipment approved by those agencies and bodies that have control, authority or approval of the design working ranges or limitations of those items; the employee has the responsibility to conform to those ranges and limitations.